

California Department of Child Support Services

California Child Support Guideline Calculator Business Needs

March 26, 2008

DEFINITIONS

CCSAS/CSE

CCSAS is the acronym for the California Child Support Automation System. It is a set of systems that perform essential automated child support functions in California. The case management system within CCSAS is called the Child Support Enforcement system (CSE). The guideline calculator functionality is an integral part of CSE. When the courts become users of the Internal Guideline Calculator, they become users of CSE.

Change Request (CR)

A change request is the formal, written request to modify, revise, add to, or remove functionality to a CCSAS system. Change requests are made to incorporate:

- requirements mandated by State or Federal law
- system enhancements
- process improvements
- system hardware and software upgrades.

Change requests are managed using a formal standardized process to identify, manage and track change requests through implementation. The process steps include:

- Problem identification
- Documentation of the CR
- Analysis of the impact of the change on CCSAS systems and child support program business processes (IAP)
- Costing of the CR
- Rejection or Approval from the Change Control Board
- Obtaining funding
- Documenting and issuing the change order to the development contractors
- Implementation of the change order.

Connectivity/Access

Connectivity and access refer to the ability of the user's computer to make and maintain a connection to the CSE servers to access the Internal GC or Public GC, i.e. the system is available and working (not down), but the user is unable to "get to" the system to use it.. Access to the CSE servers requires establishing a path from the user's computer through multiple network points to the CSE server.

Default

The statutory child support guideline provisions have areas that allow for discretion to be exercised in how the guideline is used. In developing the past as well as most recent changes to the State's guideline calculator (GC), there have been two models used in these "discretionary" areas.

1. Discretion by DCSS but final discretion by the user, i.e., Default.

The term "default" for the GC means that there are two or more options that can be chosen for a setting and that, unless changed by the user, the GC will use the choice determined by DCSS as the most common, given the demographics of the parents. While DCSS has exercised the preliminary choice, the final discretion is within the power of the user.

2. Discretion by DCSS where the user is unable to make a choice.

In areas where the statutory child support guideline provisions allow for discretion in settings for guideline calculations, DCSS has exercised discretion in a manner that does not allow an individual user to select a different setting.

For both models, DCSS is committed to continually seeking review of these settings. In particular, the final choices in the second model are ones that need AOC, bench officers and other stakeholders, providing DCSS with comments and suggestions.

Downtime

Full downtime is where the system is out of service due to hardware/software failure or for scheduled maintenance and the system is not available for view or use. In some instances, the system may be partially down and in “read-only” mode. When in read-only mode, the user can view previous data, but cannot add new or update data.

Guideline Calculator (GC)

For purposes of this document, the following are the definitions when referencing the GC.

Internal Guideline Support Calculator (Internal GC): An instance of the CSE calculator that is available to “internal” CSE users. Basic case and participant information that is used by the calculator, such as names and dates of birth, are retrieved from the CSE database, and results of the calculation are written (saved) directly to the CSE database.

Public Guideline Support Calculator (Public GC): An instance of the calculator available to the public via the Internet on the DCSS website. It is accessible to any Internet-connected user. The calculator does not retrieve any information from CSE. Once a calculation is run, the user can save a copy of the calculation to their computer, but the calculations are not saved to CSE.

California Child Support Guideline Calculator Business Needs

3/26/08

This document focuses on the business needs for use of the Internal GC, though there are references to the Public GC for clarity purposes. The business needs, discussion and resolution/implementation information is a point in time. DCSS and the AOC will continue to update this document to reflect new needs, additional discussion, and resolutions and implementation dates.

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
Functionality, Access, Use and Security		
1. The GC must be easily accessible by the courts, both when the commissioner is on the bench and in chambers.	CR-2-1356 will implement access for court users, allowing courts to create, modify and save calculations in the Internal GC for any IV-D case. Setup prior to the implementation will allow users to log into CSE from any computer that has internet access and can connect to a network that is configured to access CSE. For Commissioners that wish to use the GC from a home computer, the computer must have internet access and be able to connect to the network. DCSS is working with the AOC to ensure the network access is available and set up.	Implementation Date: Expected to be as early as September 2008. Final release date planning in process.
2. The GC application and calculation must remain available long enough for the user to complete business, when that business exceeds the current 30 minute time-out.	In May 2007, the timeout was increased to 60 minutes of inactivity. This is a security feature set at the system level to protect confidential data, prevent unauthorized access and to support system performance by limiting the number of open sessions (number of users) at any given time. If a user does not expect to return to a calculation within 60 minutes, the calculation should be saved as draft. A draft calculation ensures no loss of data and can be edited at a later time. This will be covered in training. Commissioners have expressed a need to have the system not time out for three hours.	The State analyzed the request to increase the timeout period to three hours. The current 60-minute timeout period will not be changed because of the security requirements and the impacts of open sessions on the automated system's performance.
3. The GC calculation must allow the user to create a new calculation that is separate from a calculation performed by the LCSA.	Through implementation of CR-2-1356, the court users will be able to create a calculation using new data that is separate from the calculation performed by the LCSA. If desired, the court will also be able to access the calculation run by the LCSA for review and/or changes. This would then be saved as a new calculation.	Implementation Date: Expected to be as early as September 2008. Final release date planning in process.
4. The GC calculator must allow the user to save a calculation.	CR-2-1356 will implement functionality for the court to save a calculation using a customized label/name. The customized labels will allow the user to distinguish among the saved calculations that were run using various deviations in input data.	Implementation Date: Expected to be as early as September 2008. Final release date planning in process.

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
5. The GC calculator must allow user access to a previously saved calculation to revise data to fit new facts, changed circumstances or to conform to findings of the court.	CR-2-1356 will implement functionality that will allow the user to access a saved calculation to revise data, as needed.	Implementation Date: Expected to be as early as September 2008. Final release date planning in process.
6. The response from the GC when processing a calculation must be timely, so as not to reduce the efficiency of the courtroom process and to maximize the use of the limited available courtroom time.	<p>There has been some concern about slow response time, where it may take 3-5 seconds to move from one page to the next. This impacts the efficacy of the court.</p> <p>To maximize efficiency and reduce the need to move back and forth between pages, CR-2-1217 will implement a single data entry screen, with expandable/collapsible fields.</p> <p>The Internal GC operates through the internet, and as such, does not support instantaneous results. However, there are internet response standards and the State has set performance requirements for response times with the system developers to minimize the impacts on all users. The State reviews these metrics daily and works with the developers to correct and improve the response times.</p>	<p>The State will share the system response time requirements with the AOC. The State will also provide historical and ongoing performance metrics with the AOC. Both of these will be provided by mid- to late April.</p> <p>DCSS and the AOC will work with the courts' information technology staff to configure the networks to run the Internal GC effectively.</p> <p>Implementation Date: Expected to be December 2008. Final release date planning in process.</p>
7. The court must be able to perform calculations if the GC is unavailable, i.e. the application is down or the user is unable to access the GC.	<p>Downtime and connectivity/access are separate and distinct.</p> <p><u>Downtime</u> - There are two types of downtime that can impact the Internal GC: 1) Read-only mode - users can view previous calculations in the Internal GC, but cannot add new or update calculations. The Public GC remains available for calculations. 2) Full downtime - the entire CSE system is completely down for upgrades and maintenance, where neither the Internal or Public GC is available.</p> <p>When the system is in read-only mode or down for a transition, the Public GC is available. The calculation from the Public GC will then be entered into CSE by the LCSA following the court's decision once the Internal GC is back up. LCSA transitions are scheduled for completion in November 2008.</p>	<p><u>Downtime</u> DCSS will send notification of planned downtime to the AOC in advance, so this can be shared with the courts. Normally, notification of planned downtime is sent two weeks prior to the GC being down.</p> <p>However, in some instances, such as emergency releases for the system, the advance notice will be issued in a much shorter time period. DCSS attempts to send emergency information out as quickly as possible, so all users are notified and can plan accordingly.</p> <p>DCSS is working with the system developers to develop a solution that will allow the Public GC to be available during system upgrades and</p>

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
	<p>When the system is completely down for upgrades and maintenance, the Public GC is not available. This planned downtime is generally restricted to weekends and the hours between midnight and 6:00 a.m. After November 2008, the planned downtime will be minimal.</p> <p><u>Connectivity/Access Difficulties</u> Connectivity difficulty is where the user is unable to get to the Internal (and/or the Public) GC. There are many scenarios that could cause this inability to connect.</p>	<p>maintenance. The target date for resolution is mid-to late April.</p> <p><u>Connectivity/Access</u> DCSS has analyzed scenarios for connectivity and access and is developing process flows and descriptions with the focus being on the Public GC in the near term, given the May 9, 2008 implementation date. DCSS will be reviewing and finalizing these with the AOC the week of March 24, for inclusion in the March 29 Train-the-Trainer (T4T) training. DCSS will then begin the analysis for the Internal GC. See the related business need below regarding technical support.</p>
<p>8. There must be a clear and defined process for court users to obtain timely technical support.</p>	<p>Technical support is the need for assistance when the calculator is not running properly, not loading, or producing error messages that are technical in nature. This also includes providing support for connectivity and access issues.</p>	<p>As a part of the infrastructure review, DCSS and AOC have assessed and are continuing to assess the local technical support processes and procedures.</p> <p>For the near term, the assessment and subsequent processes are focused on the Public GC, given the May 9, 2008 implementation date. The processes will include the scenarios that may cause the need for technical support, what kinds of issues need to be resolved at the local level with court technical support versus support through the State, how to obtain technical support, hours when support will be available, how contact will be made (e.g. toll free number), and the timeframes for response.</p> <p>DCSS will be reviewing and finalizing these with the AOC the week of March 24, for inclusion in the March 29 Train-the-Trainer (T4T) training. DCSS will then begin the analysis for the Internal GC. See the related business needs above and below for additional information.</p>

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
9. There must be a clear and defined process for users to obtain business help.	Business help is the need for assistance with the process of inputting data into the GC or how the calculation is done.	With the support of the AOC and designated Commissioners, DCSS will provide in-depth training on the business process in successfully using the GC. This will include full process descriptions, a user guide, and take-home training materials. Additionally, DCSS is in discussion with the AOC to develop “super-users” who can be resources to other Commissioners.
10. The GC must allow easy input of children that are not already in the system.	The application requires a child be added to CSE in order to be part of the calculation. Adding a child can be accomplished by an LCSA user in a few steps.	<p>DCSS will emphasize and provide additional training and instructions to the LCSAs, so that they ensure <u>all</u> children are added to each case prior to running a calculation and bringing a case to court. DCSS is working to ensure that all LCSAs will have full access to CSE in court and can make adjustments to the case, as necessary.</p> <p>The LCSA has the ability to add Non IV-D children to the CSE case (and therefore to the calculation) when they are part of the same family unit, but they do not have the ability, nor is there the need, to add Non-IV-children to the CSE case when they are not part of the same family unit. This will be covered in the training.</p> <p>Discussion of possible changes will continue to be explored for solutions in the DCSS/AOC workgroup.</p>
11. The GC must default to the settings that are the most commonly used in Title IV-D cases and allow the user to make changes from those default settings.	<p>There are many settings within the GC where the user makes a selection from two or more variables. The GC defaults (automatically completes) many of these settings, that the user can then change, if desired. See the Definitions for more information on defaults.</p> <p>DCSS worked with the AOC and designated Commissioners</p>	<p>The following will implement changes to default settings. These will be covered in the training.</p> <p>Implementation Date: March 16, 2008 (Release 2.2.6) Guideline Calculation Detail Page: - Change Time with Parent 1 from 0% to 20%¹ Tax Settings Detail Page:</p>

¹ The default to 20% is a change in the Public GC only. At the time of the decision to make this default change, there was not agreement among the court and LCSA members to make the change to the Internal GC.

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
	<p>to determine the most common default settings. CR-2-1365 will implement changes to many default settings. These changes were prioritized and will be implemented in four phases.</p> <p>The Commissioners have expressed a desire to have individual settings that they frequently use and not be required to go to the advanced page to change the settings for each case.</p>	<ul style="list-style-type: none"> - Exclude Dependency Credit - Exclude Joint Custody Head of Household Credit <p>Monthly Income Detail Page:</p> <ul style="list-style-type: none"> - Hours/Week field (40) <p>Monthly Deduction Detail Page:</p> <ul style="list-style-type: none"> - Other Itemized Deductions - Other Guideline Deductions - Other Tax Deductions - Health Insurance Premium - Mandatory Retirement <p>Change the Hardship Computation Method from Match Basic to Match Presumed Child Support Per Capita²</p> <p>Implementation Date: April 13, 2008 (Release 2.2.6.1)</p> <p>Tax Settings Detail Page (auto populate):</p> <ul style="list-style-type: none"> - Number of Children for Earned Income Credits - Number of Children for Child Tax Credits - Number of Children for Child Care Credits (fed and state) <p>Implementation Date: November 23, 2008 (Release 2.2.7)</p> <p>Tax Settings Detail Page:</p> <ul style="list-style-type: none"> - Do not include California State Income Taxes when Other State Tax Rate field is not blank - Do not include California State Disability Insurance when Other State Tax Rate field is not blank <p>Guideline Calculation Detail Page:</p> <ul style="list-style-type: none"> - Add a Tax Year drop-down box

² Match Basic - The maximum amount of the hardship deduction per child is determined based on the average basic child support amount for the children included in the calculation without considering additional support such as child care costs, uninsured medical care costs, travel costs for visitation, or special needs of the children. Match Presumed - The maximum amount of the hardship deduction per child is determined based on the average basic child support amount and any additional support such as child care costs, uninsured medical care costs, travel costs for visitation, or special needs of the children for the children included in the calculation.

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
		<ul style="list-style-type: none"> - Add a field for number of hardship children <p>Implementation Date: December 14, 2008 (Release 2.3.2) Prior Period Date Range Detail Page changes Tax Settings Detail Page:</p> <ul style="list-style-type: none"> - Exclude Self-Employment Taxes (when less than the taxable threshold amount) - Add Other State Tax Amount field - Deduction type when NCP and Other Parent are Married Filing Separately (Itemized) <p>Monthly Income Detail Page:</p> <ul style="list-style-type: none"> - Move Imputed Income section <p>Guideline Calculation Result Detail page:</p> <ul style="list-style-type: none"> - Display Federal Adjusted Gross Income - Display Federal Taxable Income - Display Temporary Spousal Support Amount - Display Net Income after support - Display Number of State Tax Exemptions (for RDPs) <p>The design of the system database is such that individual default settings cannot be accommodated. However, DCSS will continue to work with the DCSS/AOC GC workgroup to review and refine the GC default needs of the courts and LCSAs. As agreements are made as to the need to a default setting change, DCSS will work these through the change request process.</p>
12. The system must provide a means for administration and supporting of court user IDs, including temporary users, such as Pro tems.	CR-2-1356 will provide a new CSE role for AOC System Administrators that allow processing requests for user IDs to access CSE and for resetting passwords.	DCSS and the AOC are in discussion as to where and how this new administrator role can be supported when the Internal GC is rolled out to the courts. This will be included in the training. <p>Implementation Date: Expected to be as early as September 2008. Final release date planning in process.</p>

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
<p>13. The GC must secure Commissioners' deliberations, so they are not viewable by other CSE users.</p>	<p>CR-2-1356 will provide functionality restricts the access to view calculations performed by a Commissioner. Calculations created by a Commissioner will be viewable only by bench officers within the Commissioner's county. This will provide flexibility for pro tems and others who may fill in for a Commissioner within each county. Commissioners who cover more than one county will be able to access deliberations for each county in which they preside. These calculations will be maintained in the system for six months.</p> <p>Once the Commissioner saves a calculation as final, it will be viewable statewide and may be attached to orders generated in CSE.</p> <p>In some instances, the designated technical support staff that work with the users may need to view the calculation to determine if a problem the users is experiencing was created due to user error or if there is a system problem and/or defect. Technical support staff will only access the court's calculations if needed and only to diagnose the error to provide the required assistance and to report system defects. Technical support personnel are under very strict confidentiality restrictions similar to the security and confidentiality requirements that exist for courts, counties and AOC technical support staff. They receive regular security and confidentiality training and must sign security and confidentiality statements. Deliberations will never be shared with DCSS or LCSA staff. To help support this need, separate security profiles will be created for the technical support staff that will be supporting Commissioners and Court Officials.</p>	<p>Implementation Date: Expected to be as early as September 2008. Final release date planning in process.</p>
<p>14. The GC must support all temporary spousal support calculation formulas allowed by law.</p>	<p>CR-2-1356 will add four additional formulas that are authorized for the determination of temporary spousal support, which will bring the total number to five. To provide the Commissioner with information as to what formula was used in a particular calculation, the selected formula will show in the results, as well as on the printed report.</p>	<p>Implementation Date: Expected to be as early as September 2008. Final release date planning in process.</p>

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
15. The GC must be easy to use with a minimal need to move back and forth between pages.	CR-2-1217 will provide more ease of use and increase efficiency by having most fields on one page, with expandable and collapsible sections. When collapsed, sections should fit on a single screen. There are a few fields that must remain separate, however, as they are related to each child. Overall, this change will greatly minimize the need to move back and forth between pages.	Implementation Date: Expected to be December 2008. Final release date planning in process.
Results		
16. The GC must provide an activity log of all calculations.	CR-2-01372 modified CSE to automatically generate Activity Log entries for generated guideline calculations, and adds the username, date of calculation, and a freeform text field to enter the reason a calculation was run.	Implementation Date: March 16, 2008 (Release 2.2.6)
17. The GC must correctly account for split-custody scenarios.	CR-2-1356 will provide a formula to allocate support to each parent based on the financial status and visitation values for each parent. A CR for multiple births/twins was previously implemented by CR-2-1212.	Implementation Date: Expected to be as early as September 2008. Final release date planning in process.
18. The GC must support the entry of all Social Security benefits and Other Taxable income for the new spouse of either party.	CR-2-1217 will implement one entry field for all Social Security benefits, with the calculation of the tax liability behind the scenes, and add new fields for entering Social Security and Other Taxable Income for the new spouse of either party.	Implementation Date: Expected to be December 2008. Final release date planning in process.
19. The GC must ensure Self-employment taxes are included as part of the Federal Tax liability.	CR-2-1217 will add self-employment taxes to the Federal Tax liability amount on the Results Summary page.	Implementation Date: Expected to be December 2008. Final release date planning in process.
20. The GC must provide instructions regarding non-tax deferred retirement contributions.	CR-2-1217 will add two fields retirement contributions: one for tax-deterred and another for non-tax deferred. A new Voluntary Retirement (tax-deferred) field will also be added. Since non-tax-deferred voluntary retirement contributions are not relevant to a calculation, there will be no field for this data.	Implementation Date: Expected to be December 2008. Final release date planning in process.
21. The GC must provide for allocation of child-care pursuant to Family Code 4061b.	The calculator follows Family Law 4061(b) explicitly in allocating add-ons to each parent.	This will be covered in training.

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
22. The GC results must specify the nature of the hardship.	The GC results and report lists the hardship deduction amount and the number of hardship deduction children.	This will be covered in the training.
23. The GC results need to account for military pay, such as BAQ and BAS.	These military payments qualify as “other” nontaxable income. BAQ and BAS should be entered as “other” non-taxable income in the “Other Nontaxable Income” field. This data ends up in a detail field entitled “Depreciation or Other” as other non-taxable income, and is included in the support calculation as such.	This will be covered in the training.
24. The GC results print out must provide a date, time, and print location.	Current functionality does not include this data on the results printout.	DCSS will bring this to the DCSS/AOC GC workgroup to review and prioritize for future enhancements/changes. DCSS will work changes through the change request process.
25. The GC results for “other” non-taxable income must indicate the reason/source of the income.	Current functionality does not provide a notes area. Commissioners have expressed a desire to have this information.	DCSS will bring this to the DCSS/AOC GC workgroup to review and prioritize for future enhancements/changes. DCSS will work changes through the change request process.
26. The GC results summary and report must show the low income adjustment.	The range of the Low-Income Adjustment is displayed on the summary report page. The calculation currently defaults to the low-end range. Commissioners have expressed a desire to have the calculation default to the high-end range.	DCSS will bring this to the DCSS/AOC GC workgroup to review and prioritize for future enhancements/changes. DCSS will work changes through the change request process.
27. The GC must allow a partial or full hardship deduction.	The GC accepts partial (decimal) or full hardship children and calculates accordingly.	This will be covered in the training.
28. The GC print out must provide the court caption.	The court caption appears at the top of the Internal GC report.	This will be covered in the training.
Other Business Needs		
29. The Commissioners will require training in the use of both the Public and Internal GC, including hands-on training.		Training is currently being developed by a team, which includes two court Commissioners and members of the AOC. Training will be regional, with peer-to-peer training exercises. Initial training on using the Public GC will begin in April. Training on the Internal GC will be conducted once the functionality is rolled out.

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
30. The Commissioners need to be able to send calculations to the State system electronically so that orders can be produced in court.	This is not a function of the GC, but of CSE. If the calculation is created in CSE, an order can be generated by LCSA staff on-site. If the court wants to generate orders in addition to calculations, there are significant technical and security areas that would need to be explored to provide this ability.	DCSS will add this to the court business needs and work with the DCSS/AOC GC workgroup to determine what changes could be made to provide this capability. As agreements are made, DCSS will work these through the change request process.
31. Commissioners need to understand how the low income adjustment works on the guideline calculator.	Low income adjustments must be selected manually. If, after the user attempts to calculate support, the program determines that low income is the result, an error message will display. The user must select "Yes" to apply the low income adjustment or "No" to not apply the low income adjustment. Family Law prohibits a default setting of "Yes" in the event this condition exists.	This will be covered in the training.
32. The Commissioners need to understand how and when "Other Guideline Deductions" show up in the calculation and results.	"Other Guideline Deductions" is a sum of values entered in both "Spousal/Other Partner Support Paid Other Relationships" and "Necessary Job Related Expenses".	This will be covered in the training.
33. The Commissioners need to be able to easily release dependency exemptions to maximize the amount of pre-support income and the share of combined post-support income for benefit of the children.	<p>The method in the GC for maximizing the amount of pre-support income and the share of combined post-support income is currently a manual process.</p> <p>The Commissioners have expressed a desire to automate this process.</p>	DCSS will bring this to the DCSS/AOC GC workgroup to review and prioritize for future enhancements/ changes. DCSS will work changes through the change request process.
Changes Previously Made to GC		
34. The GC must allow for separate Federal and State tax filing status, so that child support can be accurately computed for registered Domestic Partners in California.	CR-2-1213 implemented separate Federal and State tax filing statuses to allow for correct calculation for registered Domestic Partners in California.	Implementation Date: December 16, 2007
35. The GC must contain the most current tax tables.	CR-2-1320 implemented the tax tables for 2008. These tax updates will be made yearly.	Implementation Date: January 2008

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
36. The GC formula must include an adjustment for add-ons at the child level.	CR-2-1214 modified the formula for calculating child support to include an adjustment for add-ons at the child level, instead of combining all add-ons and adjusting the bottom-line support amount. The report summary page now reflects total add-ons per child, as well as total child support amounts based on any add-on adjustments.	Implementation Date: December 16, 2007
37. The GC must correctly allocate the total child support amount in split-custody case to allocate equal amounts to multiple births/twins.	CR-2-1212 implemented functionality to allocate equal amounts of support to twins, except when the total amount is odd, then the younger twin receives the higher amount (by \$1). The other scenarios for split-custody will be implemented with CR-2-1356. See #17 above.	Implementation Date: December 16, 2007
Defects and Correction Dates		
CSE00261896 – Rounding errors	A rounding error of \$1 may occur on some guideline calculations. In some cases, a \$0 amount is rounded down to -\$1.	Implementation Date: May 18, 2008 (Release 2.2.7)
CSE00262592 – Calculations discrepancy with multiple birth children	Sometimes the support amounts for multiple birth children will incorrectly vary by \$1. This will be unavoidable if the twins are the oldest dependents on the case.	Implementation Date: May 18, 2008 (Release 2.2.7)
CSE00265284 – Arrears amount calculated prior to oldest child's support adjusted.	The arrears amounts are calculated before the oldest dependent's support amount is adjusted so that the total amount of support is correct. This causes the arrears amounts to sometimes be based on a support amount that is \$1 off.	Implementation Date: May 18, 2008 (Release 2.2.7)
CSE00263931 – Error message upon timeout.	An error message is displayed on the guideline calculation detail page when the user's session has timed out.	Implementation Date: September 14, 2008 (Release 2.2.9)
CSE00269582 – DOB error for dependents	When creating a guideline calculation, the user receives a false warning that there is a dependent missing a date of birth, if there is a date of birth for a dependent, but there is also a Misidentified date of birth record.	Implementation Date: October 19, 2008 (Release 2.3.0)
CSE00258669 – Dependent not defaulting when there is more than one case	If a dependant is a dependant in two cases, the dependent should be selected by default for both cases and the dependent's case number should display in case context. Current CSE functionality only has the dependant selected as default on one of the cases.	Implementation Date: October 19, 2008 (Release 2.3.0)

BUSINESS NEED	DISCUSSION	RESOLUTION/IMPLEMENTATION
CSE00258724 – Intermittent transaction error	When attempting to add or edit a guideline calculation, a transaction error sometimes occurs.	Implementation Date: October 19, 2008 (Release 2.3.0)
CSE00262845 – Error message when there are 2 dependents with itemized add-ons	In a calculation with 2 dependents that have itemized Add-ons for each child and is saved as draft and the re-opened to complete the calculation, an error message sometimes occurs regarding add-ons for multiple children.	Implementation Date: October 19, 2008 (Release 2.3.0)
CSE00264957 – Display of Add-ons	Guideline Support Calc Results Detail page displays add-ons per child on 2 rows instead of 1. Example: \$20.00	Implementation Date: October 19, 2008 (Release 2.3.0)
CSE00267888 – Duplicative word on Detail Report page	There is a typo on the Guideline Calculation Results Detail Report. The last line of the Monthly Support Totals section has: “Temporary Spousal Support Amount”.	Implementation Date: October 19, 2008 (Release 2.3.0)
CSE00269239 – Add-on data entry allowed on incorrect page	On the Public Guideline Calculation done for Add-ons for two children, child care was added under the itemize hyperlink for Parent 2 and saved. User then moved to the main page, scrolled down to add-ons and change child care amount to \$100. Clicked Calculate. Child care allocated evenly for both children. The GC should not allow a change to the add-on amount in the ‘Child Support Add-Ons’ Field of the ‘Monthly Child Support Add-On Information’ Section on the Guideline Support Calculation Detail page.	Implementation Date: October 19, 2008 (Release 2.3.0)
CSE00268032 – Auto selection of children	Active children on a case are not being automatically selected for Guideline Calculation because they are active on another case related to the court caption.	Implementation Date: October 19, 2008 (Release 2.3.0)